

## ABSTRACT OF THE DISCLOSURE

Action data is exchanged between a service provider and a service consumer. Action data include service requests from a service consumer, service reports and billing reports from a service provider. Action data for both the provider and the consumer are encapsulated into an action object by an action processor and transmitted via common telecommunications infrastructure. When received, the action object is unencapsulated by an action processor and processed further by updating the receiver's action database or visually displaying the data in a computer monitor.

"Express Mail" mailing label number: EL576922927US

Date of Deposit: September 11, 2000

This paper or fee is being deposited on the date indicated above with the United States Postal Service pursuant to 37 CFR 1.10, and is addressed to the Commissioner for Patents, Box Patent Application, Washington, D.C. 20231.